



Health
Budgets &
Financial
Policy



Data Quality: UBO & The Revenue Cycle

March 2010

TMA Uniform Business Office (UBO)
Program Manager



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Outline

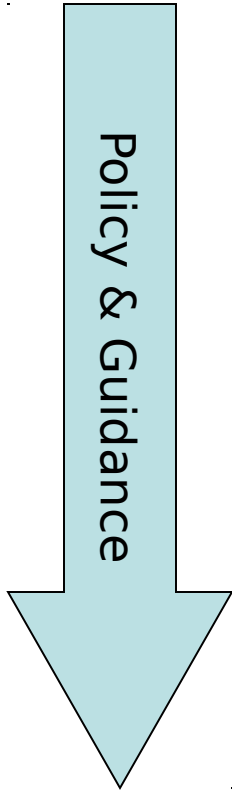
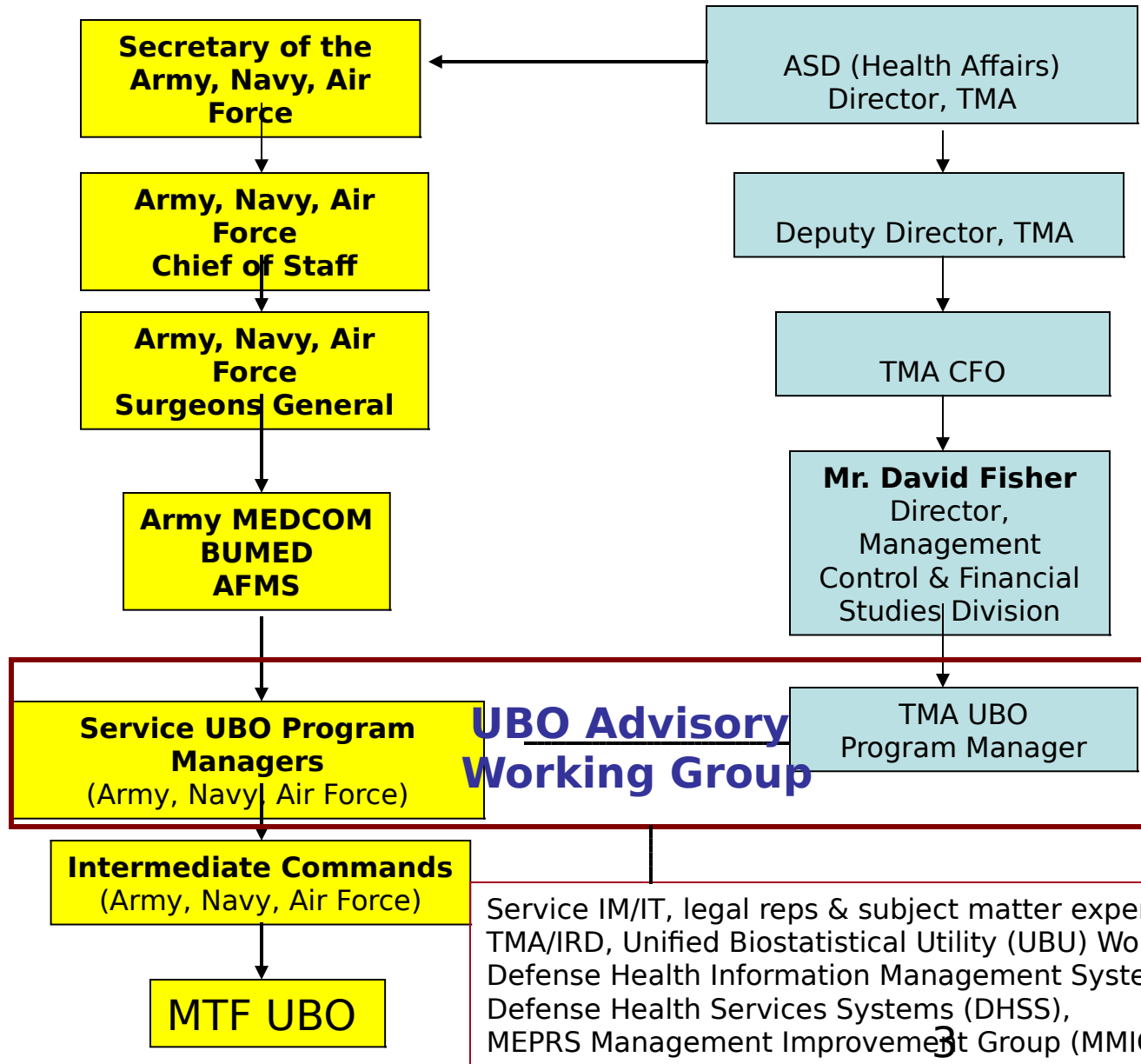
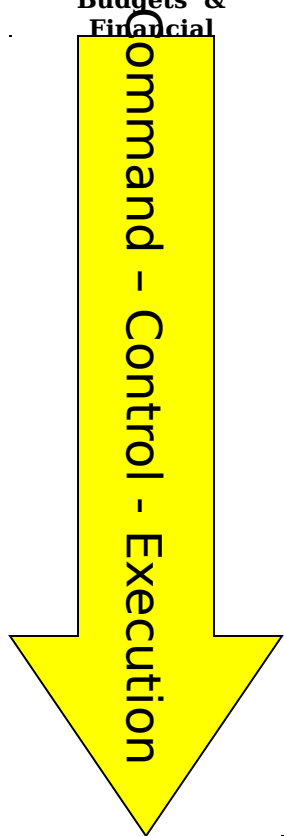


- Uniform Business Office (UBO) Organization
- UBO Cost Recovery Programs
- MHS Billing Systems
- MTF Revenue Cycle
- Data Quality and How it Affects Each Phase of the Revenue Cycle
- UBO Success Factors
- Resources



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UBO Organization Chart



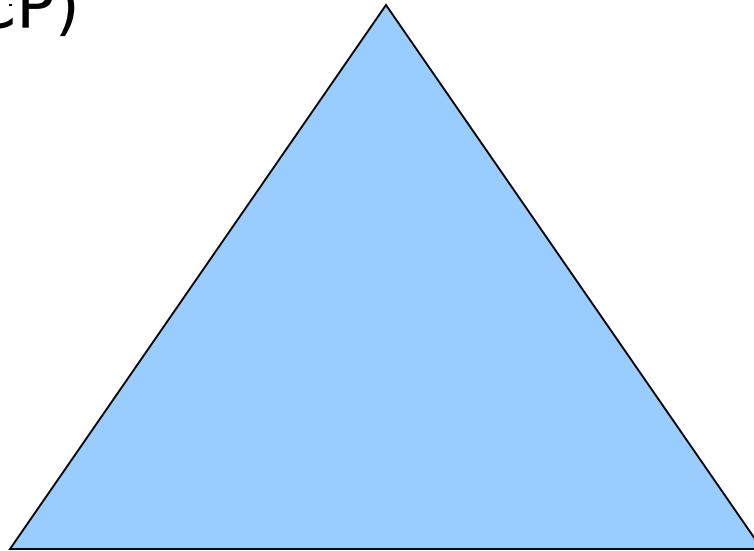


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UBO Cost Recovery Programs



Third Party Collections Program (TPCP)



Medical
Services
Account (MSA)

Medical
Affirmative
Claims (MAC)



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Who Gets Billed Under Which Cost Recovery Program?



- Third Party Collections Program
 - Bill insurers for care provided to eligible DoD beneficiaries (excludes Active Duty) with other health insurance (excluding Medicare & TRICARE)
- Medical Services Account
 - Includes billing for care provided to eligible patients from Veterans Affairs/Coast Guard /NOAA/ PHS/Civilian Emergencies/Foreign Military & their Family Members
- Medical Affirmative Claims
 - Bill for care provided to eligible DoD beneficiaries injured by third parties



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Collections by UBO Cost Recovery Program



- Third Party Collections Program (TPCP)
 - \$241M (FY 2009)
- Medical Services Account (MSA)
 - \$207M (FY 2008)
- Medical Affirmative Claims (MAC)
 - \$16M (FY 2008)
- ALL funds collected are retained by your MTF
 - TPC funds are in addition to the MTFs O&M budget



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Service

Direct Care TPCP FY05 – FY09

4th Qtr - Billed & Collected (\$ Millions)



Service	FY05		FY06		FY07		FY08		FY09	
	Billed –	Collected	Billed –	Collected	Billed –	Collected	Billed –	Collected	Billed –	Collected
Outpatient										
Army	\$ 48.60	\$ 24.70	\$ 47.50	\$ 23.70	\$ 85.20	\$ 39.00	\$ 105.30	\$ 54.80	\$ 118.20	\$ 66.80
Navy	\$ 24.20	\$ 13.40	\$ 22.20	\$ 12.30	\$ 45.10	\$ 21.60	\$ 53.60	\$ 30.60	\$ 57.50	\$ 34.80
Air Force	\$ 70.20	\$ 26.10	\$ 79.90	\$ 28.60	\$ 177.90	\$ 59.00	\$ 206.40	\$ 80.70	\$ 218.60	\$ 92.60
Total	\$ 143.00	\$ 64.20	\$ 149.60	\$ 64.60	\$ 308.20	\$ 119.60	\$ 365.30	\$ 166.10	\$ 394.30	\$ 194.20
Inpatient										
Army	\$ 39.30	\$ 21.40	\$ 43.60	\$ 20.20	\$ 54.40	\$ 21.40	\$ 58.30	\$ 24.30	\$ 57.50	\$ 28.90
Navy	\$ 20.10	\$ 9.40	\$ 17.10	\$ 7.10	\$ 20.80	\$ 7.10	\$ 23.20	\$ 8.50	\$ 18.80	\$ 7.60
Air Force	\$ 26.70	\$ 11.30	\$ 23.50	\$ 11.20	\$ 26.20	\$ 11.70	\$ 27.00	\$ 11.10	\$ 25.40	\$ 10.00
Total	\$ 86.10	\$ 42.10	\$ 84.20	\$ 38.50	\$ 101.40	\$ 40.20	\$ 108.50	\$ 43.90	\$ 101.70	\$ 46.50

*NOTE: Collected includes dollars for healthcare services provided in previous FYs and may exceed

current FY billings.

Data source: MTF DD 2570 as reported to the TMA UBO Metrics Reporting System



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Direct Care TPCP FY06 – FY10



1st Qtr - Billed & Collected (\$ Millions)

Service	FY06		FY07		FY08		FY09		FY10	
	Billed	Collected	Billed	Collected	Billed	Collected	Billed	Collected	Billed	Collected
Outpatient										
Amy	\$ 7.50	\$ 6.40	\$ 13.40	\$ 8.10	\$ 13.00	\$ 12.50	\$ 16.70	\$ 15.60	\$ 17.20	\$ 19.00
Navy	\$ 3.10	\$ 3.50	\$ 6.10	\$ 4.30	\$ 7.90	\$ 7.20	\$ 7.60	\$ 8.50	\$ 7.60	\$ 9.10
Air Force	\$ 13.60	\$ 7.60	\$ 35.50	\$ 11.00	\$ 33.40	\$ 17.30	\$ 43.10	\$ 19.70	\$ 41.70	\$ 22.70
Total	\$ 24.20	\$ 17.50	\$ 55.00	\$ 23.40	\$ 54.30	\$ 37.00	\$ 67.40	\$ 43.80	\$ 66.50	\$ 50.80
Inpatient										
Amy	\$ 7.80	\$ 4.40	\$ 6.70	\$ 3.50	\$ 11.50	\$ 5.10	\$ 7.90	\$ 7.90	\$ 0.20	\$ 4.50
Navy	\$ 3.90	\$ 2.00	\$ 3.60	\$ 2.20	\$ 3.90	\$ 1.70	\$ 2.20	\$ 1.80	\$ 1.90	\$ 1.70
Air Force	\$ 3.80	\$ 2.80	\$ 3.30	\$ 2.00	\$ 4.90	\$ 2.50	\$ 3.80	\$ 1.60	\$ 0.40	\$ 3.50
Total	\$ 15.50	\$ 9.20	\$ 13.60	\$ 7.70	\$ 20.30	\$ 9.30	\$ 13.90	\$ 11.30	\$ 2.50	\$ 9.70

*NOTE: Collected includes dollars for healthcare services provided in previous FYs and may exceed current FY billings.

Data source: MTF DD 2570 as reported to the TMA UBO Metrics Reporting System



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Top Three MTFs by Service for Inpatient TPCP Collections



FY 2010 Collected Through 1st Quarter

Service	Facility	Inpatient Collections
Army	Washington D.C. (Walter Reed Army Medical Center)	\$1,206,435
Army	Ft. Lewis (Madigan Army Medical Center)	\$931,929
Army	Ft. Sam Houston (Brooke Army Medical Center)	\$786,407
Navy	NNMC Bethesda	\$608,784
Navy	NMC Portsmouth (VA)	\$541,840
Navy	NMC San Diego	\$212,332
Air Force	Lackland AFB (59th Medical Wing)	\$2,217,382
Air Force	Wright Patterson AFB (88th Medical Group)	\$315,738
Air Force	Nellis AFB (99th Medical Group)	\$243,804

Data Source: MTF DD Form 2570 submissions to the TMA UBO Metrics
Reporting System



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Top Three MTFs by Service for Outpatient TPCP Collections



**FY 2010 Collected Through 1st
Quarter**

Service	Facility	Outpatient Collections
Army	Ft. Belvoir (Dewitt Army Community Hospital)	\$1,758,758
Army	Redstone Arsenal (Fox Army Health Clinic)	\$1,578,563
Army	Ft. Sam Houston (Brooke Army Medical Center)	\$1,495,948
Navy	NH Jacksonville	\$2,265,246
Navy	NMC Portsmouth (VA)	\$931,877
Navy	NH Bremerton	\$758,159
Air Force	Elmendorf AFB (3rd Medical group)	\$2,065,325
Air Force	Wright Patterson AFB (88th Medical Group)	\$1,873,636
Air Force	Lackland AFB (59th Medical Wing)	\$1,459,557

Data Source: MTF DD Form 2570 submissions to the TMA UBO Metrics Reporting System



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Top Ten MTFs for Total TPCP Collections in FY 2010

Collected Through 1st Quarter



Service	Facility	Total Collections
Air Force	Lackland AFB (59th Medical Wing)	\$3,676,939
Navy	NH Jacksonville	\$2,394,431
Army	Ft. Sam Houston (Brooke Army Medical Center)	\$2,282,355
Air Force	Elmendorf AFB (3rd Medical group)	\$2,204,553
Air Force	Wright Patterson AFB (88th Medical Group)	\$2,189,374
Army	Washington D.C. (Walter Reed Army Medical Center)	\$2,169,278
Army	Ft. Shafter (Tripler Army Medical Center)	\$1,865,562
Army	Ft. Belvoir (Dewitt Army Community Hospital)	\$1,774,584
Army	Ft. Lewis (Madigan Army Medical Center)	\$1,720,077
Army	Redstone Arsenal (Fox Army Health Clinic)	\$1,578,563

Data Source: MTF DD Form 2570 submissions to the TMA UBO Metrics Reporting System



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Collections Per Non-AD Disposition and Visit



Total Inpatient Collections per Non-Active-Duty Disposition

Service	FY2005	FY2006	FY2007	FY2008	FY2009	FY2010
Army	\$250.07	\$154.85	\$145.48	\$206.39	\$316.03	\$175.41
Navy	\$129.75	\$128.53	\$150.31	\$119.61	\$135.94	\$122.44
Air Force	\$186.84	\$169.49	\$234.80	\$287.72	\$181.26	\$386.14
Total	\$198.33	\$152.08	\$163.09	\$195.32	\$240.09	\$199.58

Total Outpatient Collections per Non-Active-Duty Visit

Service	FY2005	FY2006	FY2007	FY2008	FY2009	FY2010
Army	\$3.41	\$3.85	\$4.53	\$7.19	\$9.68	\$12.07
Navy	\$1.73	\$3.75	\$4.13	\$7.91	\$5.45	\$9.48
Air Force	\$3.64	\$9.53	\$12.68	\$19.96	\$22.85	\$27.66
Total	\$2.75	\$5.15	\$6.33	\$10.53	\$10.86	\$15.14



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MHS Billing Systems

- Third Party Outpatient Collection System
 - Government developed system for billing outpatient TPCP (includes outpatient visits, lab/rad/pharmacy prescriptions)
- CHCS Medical Services Account (MSA) Module
 - Government developed module used for billing TPCP inpatient claims (both institutional & professional charges) & MSA
- Relationship to other systems
 - Provider Specialty Codes
 - Collection of other health insurance (OHI) information in CHCS
 - Centralized OHI Repository on DEERS

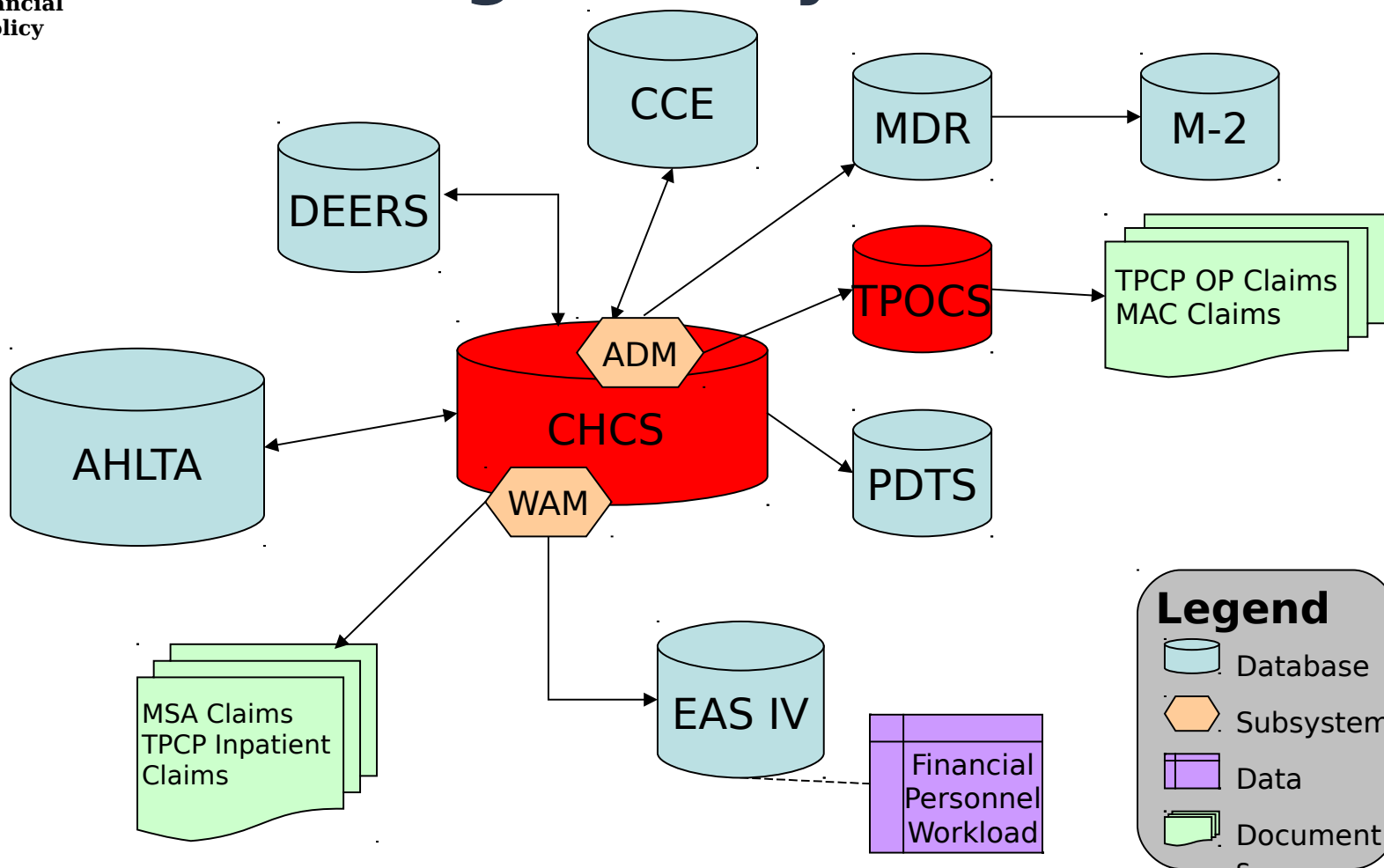


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Billing/Collections

Existing MHS Systems





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Future MHS Billing Systems



- Patient Accounting System (PAS) Charge Master Based Billing (CMBB) **was planned** to replace TPOCS and CHCS MSA Module for TPC, MSA & MAC billing
 - A \$42.0M contract was awarded in September 2006
 - Numerous problems were encountered during systems integration
 - Services voted in June 2007 to not to support FY 2008 funding and **cancel CMBB** due to functional shortcomings
 - Use of a central database (e.g., MDR) to provide billing information for use by the Services is being studied



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Future High-Level Billing and Collection Solution

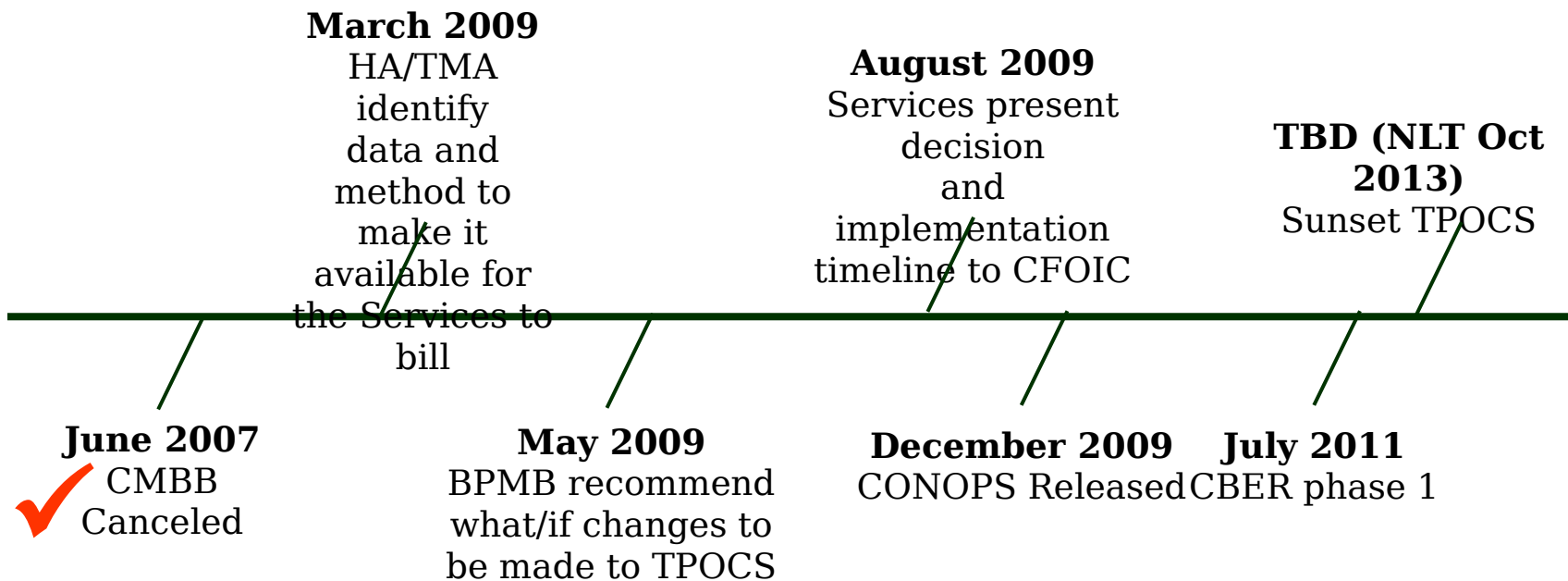


- Collect and process appropriate data into a Central Billing Events Repository (CBER)
 - Use existing/updated data feeds between MHS source systems and the MHS Data Repository (MDR).
 - Supplement these feeds as needed.
 - Leverage existing infrastructure and processes to the greatest extent possible.
 - Place TPC, MSA, and MAC related data in the CBER.
 - CBER will include Billing Rate Tables, Reference Files, and HIPAA 837-I, 837-P, and NCPDP D0 Files .
- Services will have access to the CBER information in various ways and have the flexibility to conduct billing and collections operations as they see fit



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Proposed Schedule of Events





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Data Quality Characteristics

- Accurate
- Complete
- Concise
- Cost-effective
- Relevant / Timely / Up-To-Date
- Presentation
- Consistent



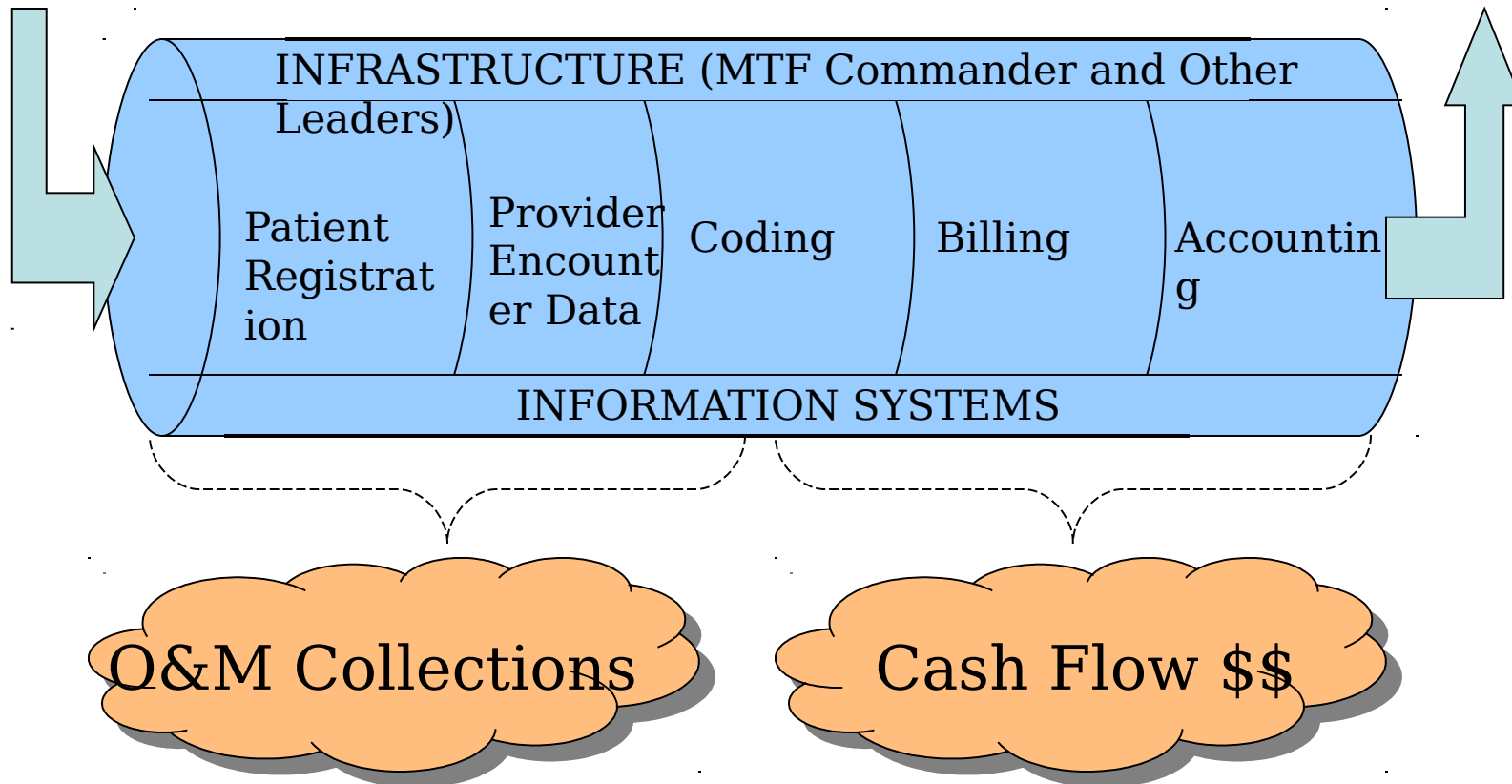
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MTF Revenue Cycle

Information / Data

Cash



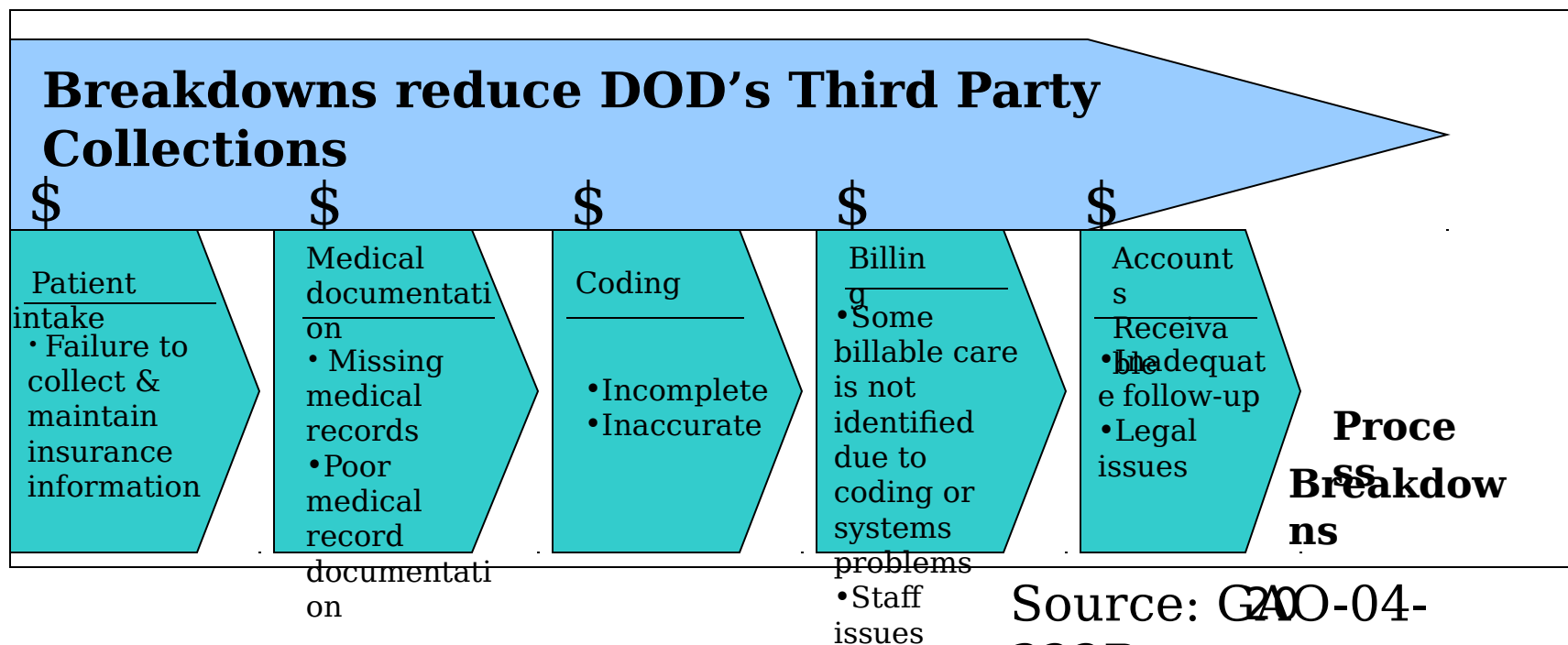


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GAO Report Findings

Results from a February 2004 GAO report identified breakdowns in each phase of the revenue cycle and the resulting adverse effects on collections

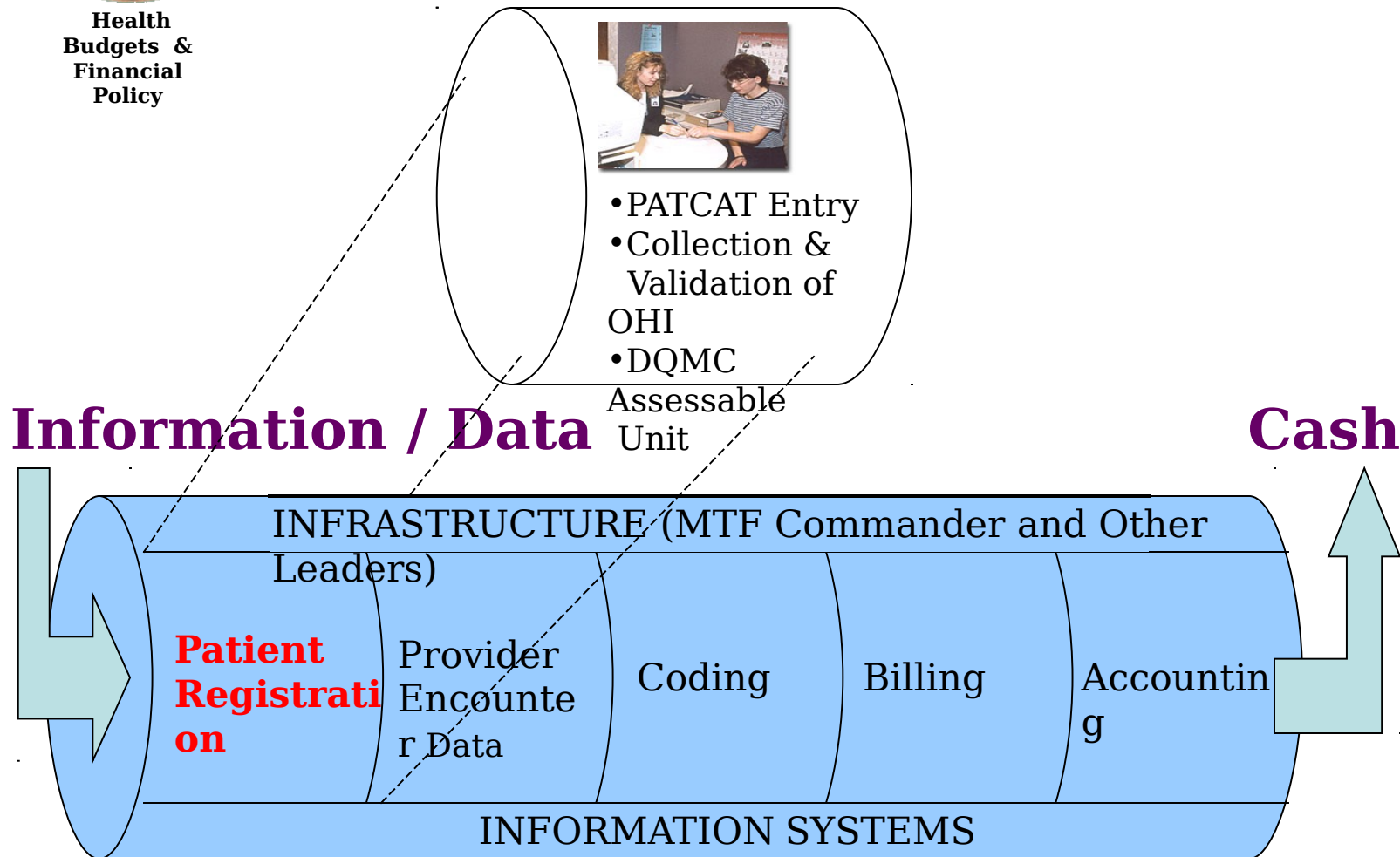




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Patient Registration





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Importance of Accurate PATCAT Entry

- Patient Category (PAT) determines the reimbursable rate (if any) for healthcare
 - Over 300 PATCATs to select from
- Challenge of Patients with Multiple PATCATs
 - Spouse of AD Member who is a Reservist and employed as a Federal Employee
- Whose responsible for training/accuracy?



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Training for Selecting the Correct PATCAT

- PATCAT course now available via the TMA UBO website
- http://www.tricare.mil/ocfo/mcfs/ubo/learning_center/training.cfm



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Medical Affirmative Claims (MAC)



- Are all patient injuries being identified for JAG review as possible MAC cases?
 - Active Duty Included
- Is anyone training your intake personnel to identify potential MAC claims?
 - If no one is responsible then it's not getting done
- How much is your MTF losing in unidentified MAC cases?



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Other Health Insurance (OHI) Information



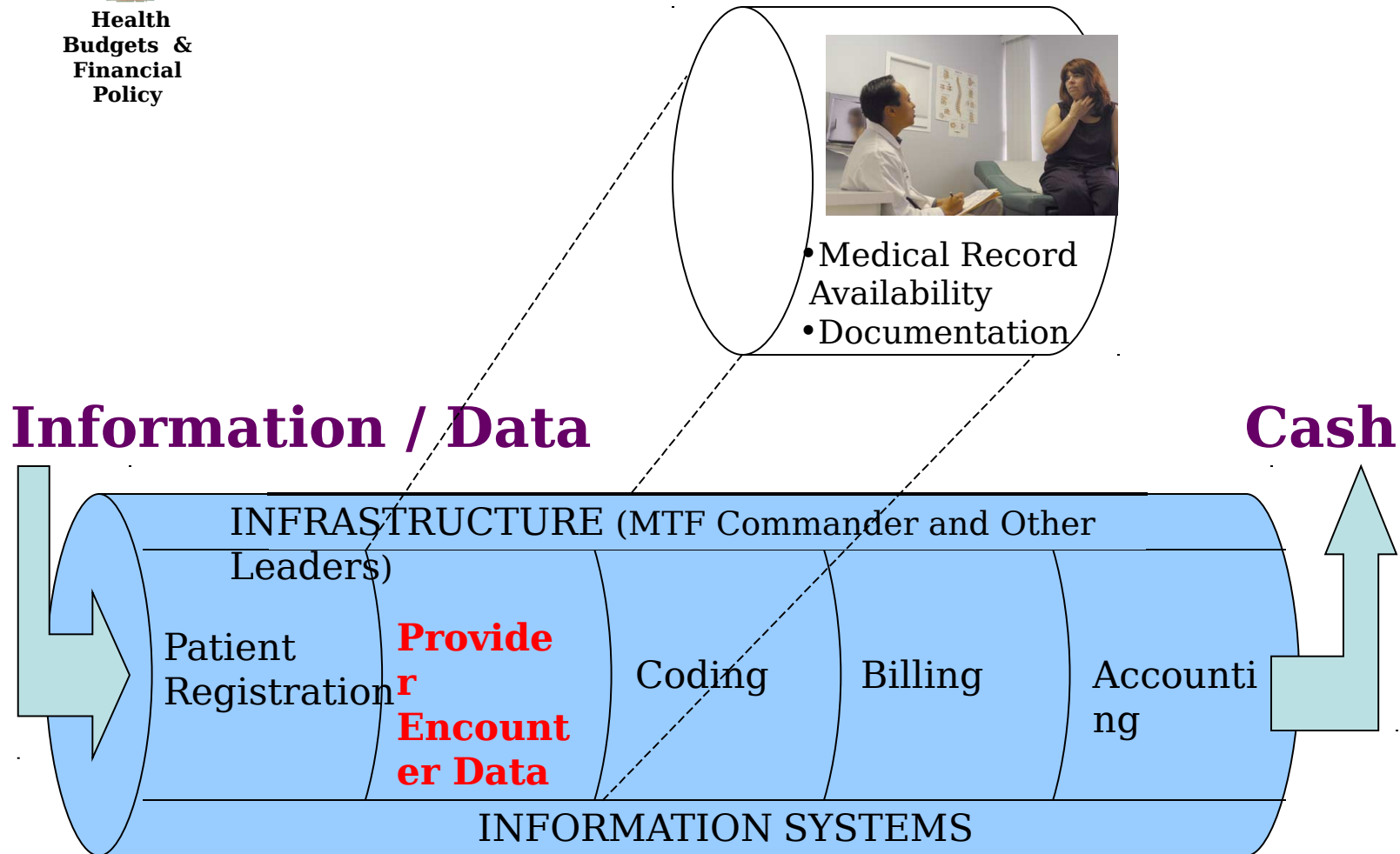
- Use DD Form 2569 to capture OHI information about your patients
 - All Non-Active Duty Patients required to complete it every 12 months or if data changes
 - OHI needs to be entered into CHCS or it “doesn’t exist” for billing purposes
 - Direct correlation between presence of a current DD Form 2569 in patient record and rate of TPC billing
 - Reported monthly in Commander’s DQ Report



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Provider Encounter Data





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CHCS Provider Specialty Codes (PSC)



- Set of codes unique to CHCS
- Current business rules preclude TPOCS from receiving ADM encounters with blank PSCs or PSCs > 900
 - (exception of 901 – Physician Assistant)
 - 702 (Clinical Psychologist) versus 954 (Psychology)
- Site visit to large medical center found 20% of PSCs fields were blank
 - Billable ADM encounter never reach TPOCS



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Correcting the CHCS Provider Specialty Codes (PSC)



- Get your site's most current CHCS Provider Profile and review the PSC fields for accuracy
 - No blank fields
 - Billable providers have PSC under 900 (plus 901 – Physician Assistant)
- Determine whose responsible for maintaining the PSC fields and TRAIN THEM!!!
- Periodically review the PSC fields to make sure the problem really has been permanently fixed



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National Provider Identifier (NPI) Type 1



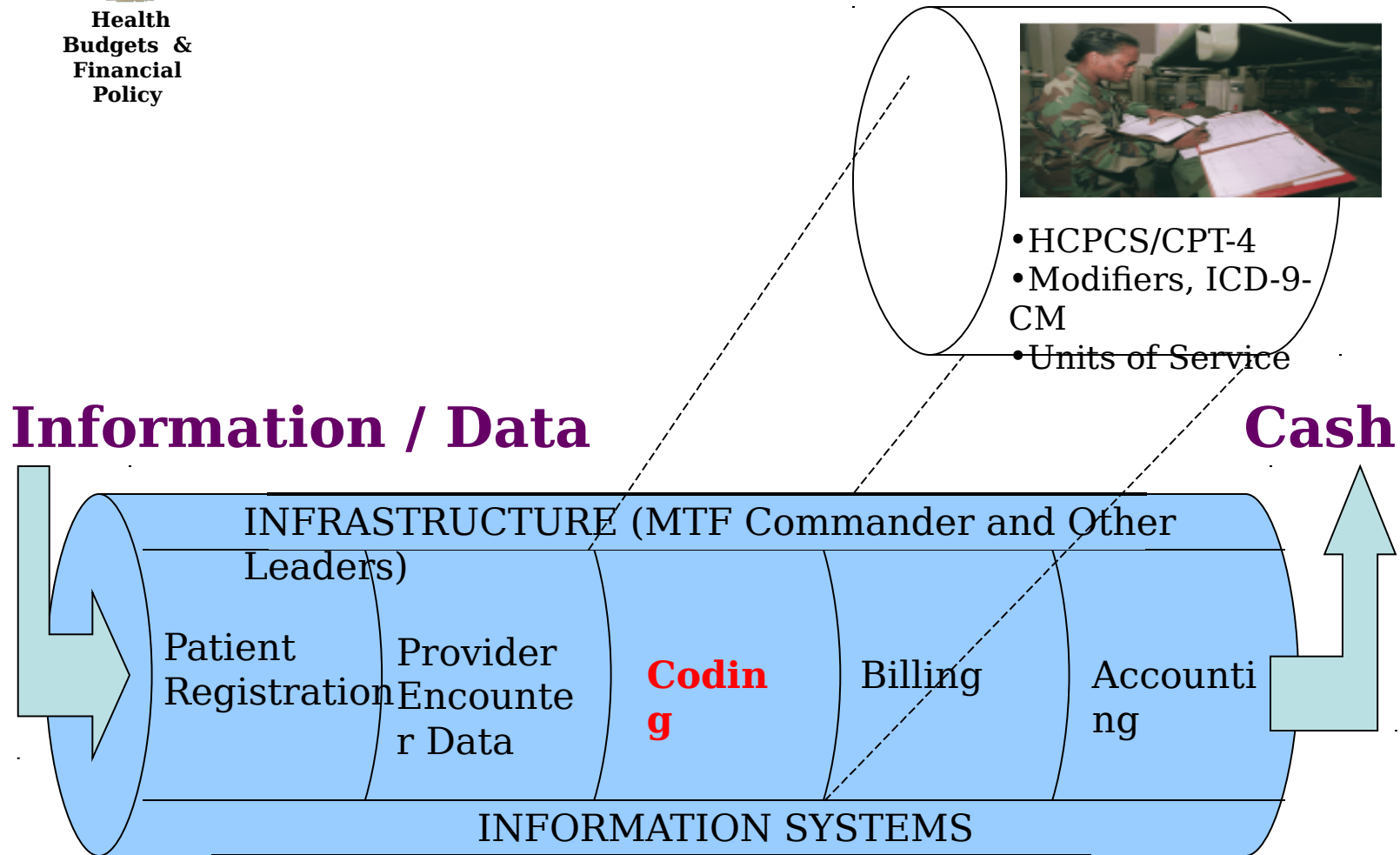
- Every provider who can bill for healthcare services is required to have one
- 23 May 2007 was the deadline for MHS providers to obtain their own unique NPI Type 1
- Active Duty Statistics as of 22 May 2008
 - Actual/Required (% Achieved)
 - Army – 14,053/11,697 (120%)
 - Navy – 9,288/8,864 (105%)
 - Air Force – 8,220/7,850 (105%)
- Are all of your providers NPI Type 1s in CHCS?
 - No NPI = No Payment from Insurance Companies



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Coding





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Billing



- Insurance Verification
- Claim Form Data & Line Item Billing

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient
Registration

Provider
Encounter
Data

Coding

Billing

Accounti
ng

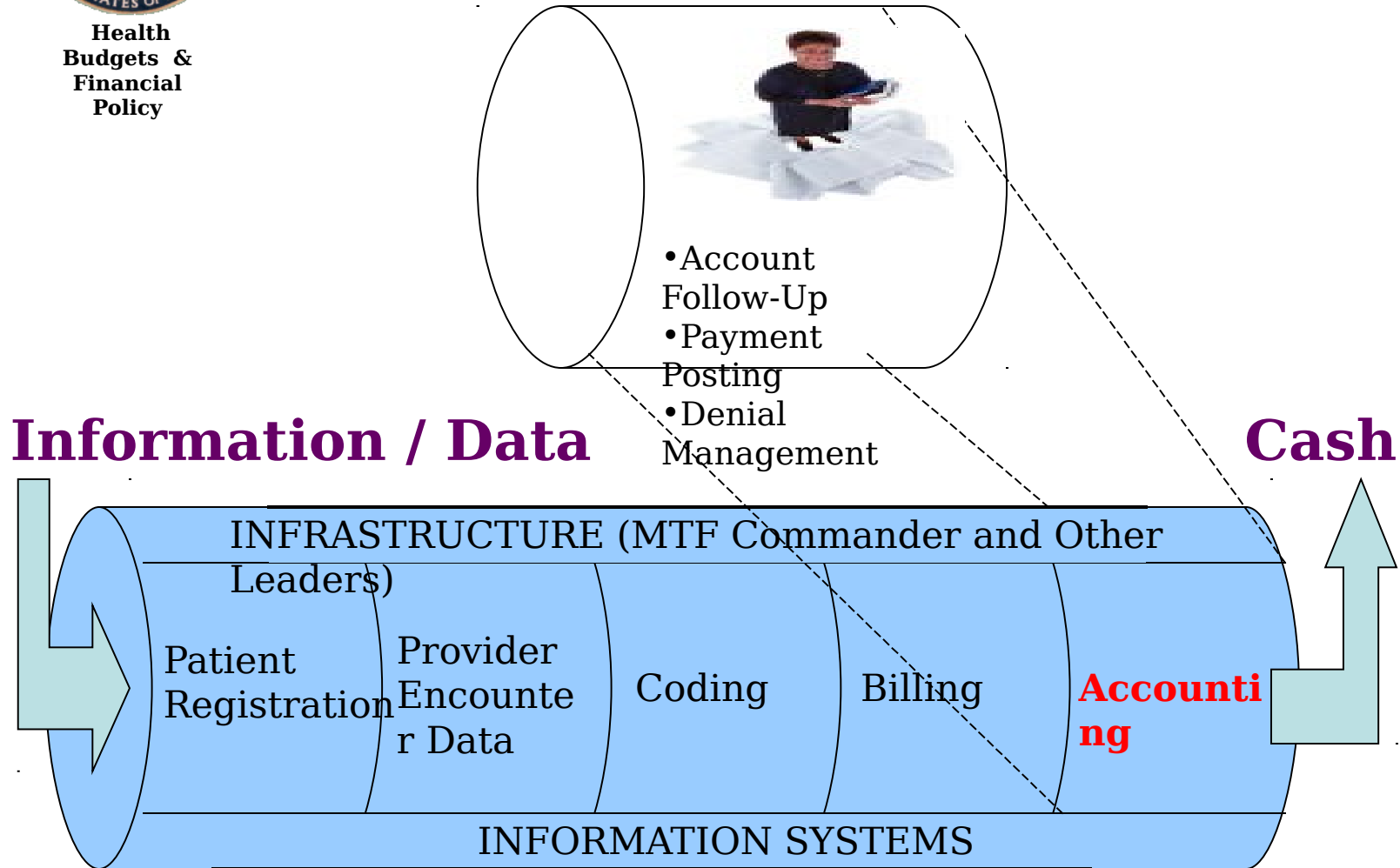
INFORMATION SYSTEMS



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Accounting





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UBO Success Factors

• What are the Focus Points?

– MTF Revenue Cycle

- Team Effort (not the just the UBO's challenge)
- Staff Education & Training
- Electronic Interfaces

– Leadership Involvement

- Stress the need to complete the OHI forms (DD Form 2569s)
- Brief them on UBO Performance (e.g., OHI Capture, Billings & Collections for TPCP, MSA & MAC)



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Resources



- **UBO Web Page**

<http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm>

- **UBO Help Desk**

ubo.helpdesk@altarum.org

703-575-5385



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Resources (con't)



- Defense Health Information Management System (DHIMS) Web Site
 - <http://citpo.ha.osd.mil/>
 - formerly CITPO and TMIP
- Defense Health Services Systems (DHSS) Web Site
 - <http://health.mil/DHSS/>
 - formerly RITPO, DMLSS & EI/DS



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Questions?

TMA UBO Program Manager

TMA Deputy UBO Program Manager